



IN THE UNITED STATES PATENT & TRADEMARK OFFICE

In re Patent Application of:

Francis J. SCAHILL, *et al.*

Atty. Ref.: 36-1881

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Filed: January 21, 2005

Examiner: Natalie Lennox

For: INFORMATION PROVISION FOR CALL CENTRES

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November 4, 2008

MAIL STOP RCE

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

AMENDMENT IN CONJUNCTION WITH RCE

In response to the final office action dated June 4, 2008, for which applicants hereby petition for a two-month extension of time, and in conjunction with a concurrently filed RCE, please amend the above-identified application as shown below: